



King County
HEALTH SERVICES ADMINISTRATOR II
(PUBLIC HEALTH CENTER MANAGER)
PUBLIC HEALTH- SEATTLE & KING COUNTY
CHS DIVISION/EASTGATE PUBLIC HEALTH CENTER
Annual Salary Range: \$73,242 – \$92,839
Job Announcement: 04TA4610
OPEN: 9/22/04 CLOSE: Open Until Filled

WHO MAY APPLY: This career service position is open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 600, Seattle, WA 98104**. Applications materials must be received by 5:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Ethan Van Eck at (206) 205.6150 or Eric Owen at (206) 296.4836 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form and data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: Eastgate Public Health Center, 14350 SE Eastgate Way, Bellevue, WA

WORK SCHEDULE: This career service position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. The work week is normally Monday through Friday.

PRIMARY JOB FUNCTIONS INCLUDE: Incumbents in this position provide leadership and management oversight for clinical operations at the public health center (PHC) level under the direction of the CHS Operations Manager. This position oversees all aspects of PHC operations and is responsible for service delivery quality. This position is responsible for development of clinical operating budgets and achievement of benchmarks for clinical quality and finance.

Personnel Management: This position is responsible for the overall personnel management in accordance with multiple union contracts for the PHC. Personnel management includes direct supervision of two personal health services supervisors (clinical and parent child health), a dental office supervisor, a clerical supervisor, physicians and dentists; assurance of recruitment, orientation, evaluation, and development of personnel; assessment, revision, development and implementation of clinic operations staffing models in coordination with organizational initiatives.

Planning: Under the leadership of the CHS Operations Manager this position is responsible for clinical services planning. Planning may include development and implementation of strategic plans for the practice, development and implementation of marketing and business plans for the practice, working with other public health personnel to address community needs for health care, and oversight of the development of plans for provider transitions.

Clinic Management: This position is responsible for all aspects of clinic management, planning and direction of programs, systems and/or services including the oversight of the assessment, planning, development and implementation of operating procedures, practice management systems and work process that support clinic operations. Clinic management includes overall practice management, managing the practices of health professionals and paraprofessionals, communication of organizational information to and from clinical staff and providers including clinic performance in all benchmarked areas, planning and implementation of new technologies, systems and services to support clinical operations. Incumbents are responsible for assuring timely, accurate, effective communications between the PHC and department and between intra-clinic or department employee groups.

Financial Management: Incumbents ensure financial and operational benchmarks are achieved, develop capital and operating expenditure budgets and monitor staffing, capital and supply expenses. PHC Managers monitor revenues and apply financial principles and organizational financial goals to project management and systems review processes. This position is responsible for implementing appropriate billing and charge strategies that enhances revenue.

Quality Management: PHC Managers monitor trends for customer feedback, finances and clinical practice quality. This position applies information to improve systems and sponsors quality improvement programs for clinical services.

Emergency Preparedness and Response: PHC Managers lead the development of PHC emergency response plans and participate in development of department response plans and participate in Department and/ or PHC emergency response trainings and drills. This position aids in response to emergency situations in accordance with PHC and department plans and summons other qualified responders and emergency personnel in a timely and appropriate manner when necessary.

Matrix Relationships: This position interacts cooperatively with the Public Health Medical Director, Nursing Administration, Program Managers and a variety of ad hoc and standing work teams within Public Health to plan, operate and evaluate services.

QUALIFICATIONS:

- Demonstrated ability to successfully manage a large ambulatory care facility delivering a range of health care services including, primary care, family planning, dental and/or other healthcare services.
- Knowledge of public health service delivery, public budget and fiscal processes.
- Skilled at effectively analyzing health needs, planning, implementing, and monitoring public health delivery services.
- Skilled in the evaluation of health programs and/or services to determine program performance and outcomes.
- Skilled in preparing and monitoring program budgets and coordinating revenue sources to meet operating needs.
- Skilled at identifying, mediating, and resolving complaints from internal and external sources.
- Skilled at effectively cooperating and coordinating with a variety of groups and individuals, some with conflicting goals and objectives.

- Skilled at managing and directly supervising work forces in a unionized work environment with multiple union contracts.
- Skilled at managing in a work environment with an ethnically, racially and socio-economically diverse client and employee population.
- Demonstrated knowledge of continuous quality improvement as well as quality assurance principles and concepts

DESIRED QUALIFICATIONS: A Masters degree in Public Health, Health Care Administration, Nursing or Business Administration. Experience: Five years community health or ambulatory health clinical practice experience to include three years in a supervisory or management role with budget and line responsibility. Substitution for Masters Degree: Five years combined clinical practice oversight and progressive supervisory management experience may be substituted for a Master's degree.

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate must pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law
- Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.
- Must possess a valid Washington State driver's license or the ability to travel throughout King County in a timely manner to attend regularly occurring meetings.

CLASS CODE: 8753 SEQUENCE NUMBER: 80-8753-4775